



Detroit Water and Sewerage Department Meeting Minutes - Final Customer Service Committee

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Tuesday, January 8, 2019

2:30 PM

5th Floor Board Room, Water Board Building

Customer Service Committee Meeting

1. CALL TO ORDER

Chairperson Blackmon called the meeting to order at 3:08 p.m.

2. ROLL CALL

Present: 4 - Chairperson Mary Blackmon, Commissioner Jane Garcia, Commissioner Jonathan Kinloch and Commissioner John Henry Davis

3. APPROVAL OF AGENDA

Chairperson Blackmon requested approval of the agenda.

A motion was made by Commissioner Jane Garcia, seconded by Commissioner John Henry Davis that the agenda be approved. The motion carried by a unanimous vote.

4. APPROVAL OF MINUTES

Chairperson Blackmon requested approval of the minutes of December 5, 2018

A motion was made by Jonathan Kinloch, seconded by Jane Garcia that this be approved. The motion carried by an unanimous vote.

5. PUBLIC PARTICIPATION

There was none.

6. COMMUNICATIONS

There was none.

7. UNFINISHED BUSINESS

New Service Administrative Policy (18-0095)

8. NEW BUSINESS

A. [19-0013](#) Customer Service Metrics

Attachments: [Metrics-12.31](#)
[2018 Calendar Year Accomplishments](#)

This Communication or Report was received and filed.

B. [19-0014](#) Planning Calendar Analytics

Sponsors: Customer Service/Meter Operations

Attachments: [Customer Service Analytics](#)

This Communication or Report was received and filed.

C. Revised Planning Calendar for 2nd Half of FY2019 (17-0127)

The committee will provide feedback at its next meeting.

This Communication or Report was received and filed

9. OTHER MATTERS

Commissioner Garcia stated that she is concerned about customers (elderly) and their ability to pay a parking fee when conducting business at the water department. She asked if there were plans to look into a service center on the southwest side of the city. Director Brown replied the department is looking at its options.

10. NEXT MEETING

February 6, 2019

11. ADJOURNMENT

A motion was made by Commissioner John Henry Davis, seconded by Chairperson Mary Blackmon that the meeting be adjourned. The motion carried by a unanimous vote.

There being no further business, the meeting adjourned at 3:47 p.m.